# Tech Navigator 2023:
# The AI-first organization

An effective AI strategy can help enterprises add nearly **$467 billion** in profit growth globally…and improve user satisfaction

Source: Data + AI Radar 2022: Making AI real, Infosys knowledge Institute

## To build an AI-first organization, focus on four building blocks:

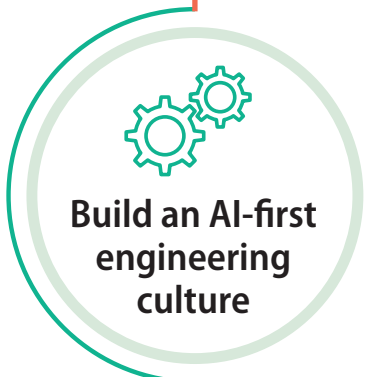### Reimagine experiences and processes

**This means**
- Creating AI-first employee experiences
- Automating customer journeys

**Four action points**
- Augment human capabilities rather than replace them
- Use AI assets to deliver small but meaningful change
- Keep humans in the loop to ensure trust
- Develop an AI canvas for each of the prioritized AI processes

### Build an AI-first engineering culture

**This means**
- Developing top-tier coders
- Going AI-first for better operations
- Using Data + MLOps to drive AI velocity
- Creating AI systems that evolve

**Four action points**
- Build customized models for specific tasks
- Use platform engineering to take the stress off the DevOps lifecycle
- Use generative AI to boost MLOps
- Use evolutionary design principles for AI

### Create an AI organization that is responsible by design

**This means thinking about**
- Human oversight and governance
- Constant audit of processes and products
- Transparent and explainable AI

**Four action points**
- Ensure business sponsors understand the AI's purpose from the start
- Don't leave auditing to the product and tech teams
- Continuously review AI to ensure it works as designed
- Ensure AI is compliant with data protection laws

### Rethink talent, operating model, and change management
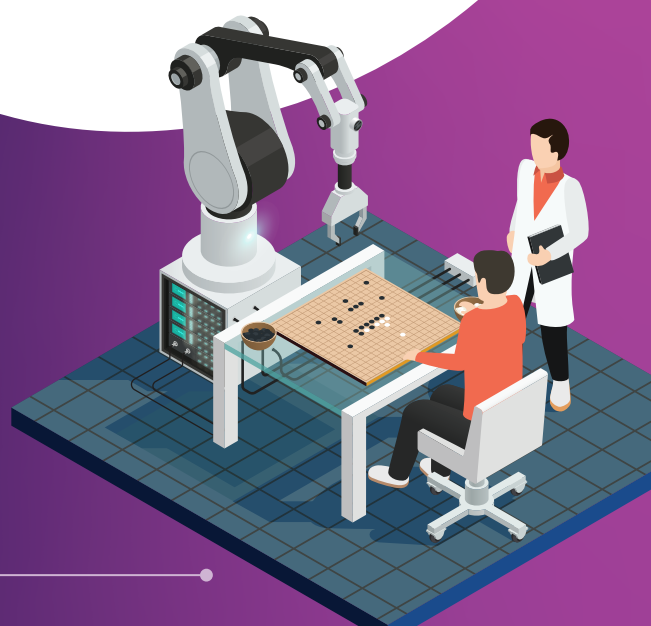
**This means thinking about**
- AI-first talent
- Going product-centric
- Scaled engineering
- Microchange management

**Four action points**
- Prompt engineers must understand how each facet of AI fits together
- Build platforms as well as products
- Deploy AI using an Agile approach
- Deploy hub-and-spoke AI approach

## Adopting these four building blocks will create an AI-first organization that…

- Amplifies human potential
- Unlocks access to intelligence from across the firm
- Drives exponential change for scaled impact
- Leapfrogs into the innovative AI era

**Read the report to find out more**